

## **Requirements for Wisconsin Comprehensive Job Centers**

### **I = Vision Statement**

“A comprehensive Job/Workforce Development Center is one in which entities (partners) responsible for administering separate workforce investment, educational, and other human resource programs and funding streams collaborate to create a seamless system of service delivery that will enhance access to the programs’ services and improve long term employment outcomes for individuals. (*Federal Register 8-11-00 20 CFR Part 652 et al. page 49398.*)

### **II = Wisconsin Comprehensive Job Center Definition**

A Comprehensive Wisconsin Job Center operates under the guidance of a current operating plan at a single location and offers those mandatory services described under the process management section of this document (Part V -- Criteria for Performance Excellence). Partner agencies in Comprehensive Job Center locations contribute a “fair share” of the operating costs. A location that offers mandatory services on a scheduled itinerant basis, by referral, or via electronic linkage is considered a Job Center, but is not a Comprehensive Job Center. At minimum, a Job Center must provide all mandatory services. The services may be offered on site, on a scheduled itinerant basis, by referral, or via electronic linkage. The Job Center must also be linked to a specific Comprehensive Job Center.

### **III = Wisconsin Job Center Customers – Job Seekers and Employers**

Wisconsin Job Centers are collaborative, cooperative efforts in which customers choose from a system of services that enhance their long-term employment outcomes. Wisconsin Job Centers also serve employers through customized professional assistance to help meet their workforce needs.

The system of Comprehensive Wisconsin Job Centers applies economies of scale and best practices among partner agencies to better organize processes, services, service

delivery methods, partner relationships, and staff development, with the goals of improving customer satisfaction and operational efficiency.

#### **IV = Wisconsin Job Center Partners**

Partner agencies in Wisconsin Job Centers may include grantees and other agencies that are responsible for the administration and management of separate workforce investment programs and funding to provide services. Partner agencies in comprehensive Wisconsin Job Center locations contribute a “fair share” of the operating costs. Described in an operating agreement, contract, Memorandum of Understanding (MOU), or other instrument, these funding arrangements are proportionate to the use of the system by customers attributable to a workforce investment program.

#### **V – Criteria for Performance Excellence**

Each Comprehensive Wisconsin Job Center location operates under the guidance of a current business plan organized to address business management, customer service management, service management, marketing/communications management and information and analysis. These five management areas are implemented through the Malcolm Baldrige Performance Excellence Management framework. The Baldrige framework is reflected in the seven criteria for performance excellence. These include *Leadership, Strategic Planning, Customer and Market Focus, Information and Analysis, Human Resource Focus, Process Management and Business Results.*

##### **Leadership**

- The local Wisconsin Job Center vision statement and mission statement
- The guiding principles of operation
- An operating agreement (or other instrument)
- An organizational chart, with reporting relationships detailed and described for Wisconsin Job Center operations and partner agency operations

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- A description of the local Wisconsin Job Center management structure, including appropriate committee structure(s).

**Strategic Planning**

- The local Wisconsin Job Center operating budget, including those aspects of partner agency budgets related to operating costs.
- Local goals and objectives for the planning period, in alignment with and in reference to regional strategies for the same planning period

**Customer and Market Focus**

- A description of the customer complaint management system
- Coordinated (Job Center) Marketing Communication actions for the planning period, which may include publication development and distribution in support of business goals and objectives; outreach activities, (including hosted public events such as labor law clinics and job fairs). This also would include planned media buys, in-kind, no-fee public service, or other co-operative arrangements; controls applied to telecommunications activities, including live operators, scripted responses, messaging capacities, and directory listings.

**Information and Analysis**

- Information gathering activities at all relevant, measurable points of the service delivery process, and including both staff and customers at the point of exchange
- Application of common data reporting systems reflecting rates of specific program participation and universal service consumption
- Activities related to gathering customer satisfaction information, processing the data, and recommendations for improvement of each service in each center
- Exploration of related, relevant services sought by dissimilar customer groups

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- Provision of program performance information
- An advisory committee to provide feedback on information gathering and analysis and react to data.

**Human Resource Focus**

- Staff training and cross training activities related to the array of services offered in a local Wisconsin Job Center

**Process Management**

Organization and provision of Mandatory Universal Services for both employer and job seeker customers, including:

- Information services that enhance long-term employment outcomes, typically delivered in a self-service or staff assisted resource room
- Outreach to and intake of program-qualifying customers
- Assistance for determining programmatic eligibility
- Initial assessment of customer knowledge, skills and abilities
- Supportive services information related to overcoming common barriers to employment (child care, transportation, disability, age, ex-offender status, literacy)
- Job search and placement
- Employment statistics and customer-relevant Labor Market Information
- Career development services
- Strategies for employee retention
- Unemployment compensation filing information

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- Education and training resources related to an occupational outcome, including financial assistance
- Follow-up services for both employers and job seekers
- The alignment and integration of internet-delivered services, such as e-mail or web sites, in support of business goals and objectives for the planning period

**Business Results**

- Regular, periodic reporting to stakeholders (partners) on performance relative to service improvement objectives, and customer outcomes

### **Attachment 1. Wisconsin Job Center Mandatory Partners**

The following is a list of those federally-funded employment and training programs that are required to be part of the One-Stop delivery system under the Workforce Investment Act (DOL 20 CRF Part 652 Workforce Investment Act; Final Rules, 662.200 p 49399). In addition, Wisconsin policy requires TANF-funded programs to be included. Entities that carry out these programs are designated "Mandatory Partners".

1. WIA TITLE I
  - (A) Adults
  - (B) Dislocated Workers
  - (C) Youth
2. Job Corps
3. Employment and training programs for Native Americans
4. Employment and training programs for Migrant and Seasonal Farm Workers
5. Veterans' workforce programs (DVOP, LVER, Chapter 41 disabled veterans)
6. Rehabilitation Act programs
7. Wagner-Peyser Act programs
8. WIA Title II
  - (A) Adult Education and Literacy
9. Welfare-to-Work grant funded programs
10. Senior Community Service Act employment programs (Title V)
11. Carl Perkins Act post-secondary vocational education programs
12. Trade Adjustment & NAFTA programs
13. Community Service Block Grant (CSBG) employment and training programs
14. HUD employment and training programs
15. State Unemployment Compensation Law (UI) programs
16. TANF-funded (PRWORA) employment and training programs

**Note:** *The entity that carries out the program and, therefore, serves as a mandatory partner is the grant recipient, administrative entity or organization responsible for administering funds of the specified program in the local area. The term "entity" does not include the service providers that contract with or are subrecipients of the local administrative entity. For programs that do not include local administrative entities, the responsible State Agency is the partner (e.g., Job Service, DVR). (DWD/DWS Programs Guide, Part 2, Section D, 1., c.)*